

## **Program Manager**

**Job Summary:** The Program Manager (P.M.) supervises the Disability Advocates, the Assistive Technology Coordinator, and related student interns and direct service volunteers. The P.M. participates with the Board of Directors and E.D. in planning and evaluating consumer programs and is responsible for effective implementation, data collection and reporting of programs and services. The P.M. advocates for the individual and collective needs of people with disabilities and makes community presentations.

### **Essential Functions**

- Hire Disability Advocates and Assistive Technology Coordinator, with approval of E.D.
- Train, supervise and evaluate the above-named staff, student interns, and volunteers who work with these staff members.
- Perform record-keeping by entering data in computer.
- Prepare monthly, quarterly and annual reports.
- Develop and implement outreach activities in the SCIL counties of concentrated service.
- Advocate for collective needs of persons with significant disabilities on local, state, and federal levels.
- Assure the organization, training and supervision of a Peer Consultant network of volunteers.
- Make presentations / provide training workshops to community groups in the eight-county service area.
- Develop and coordinate delivery of direct consumer services.
- Work with Board Program Committee and E.D. in evaluating service data and program effectiveness, making recommendations for policies/programs to be developed. Implement needed changes.
- Provide Information & Referral, Independent Living Services, advocacy and community education as direct services to consumers, if needed due to unavailability of a Disability Advocate or the ACTT Coordinator.
- Attend regular staff meetings and training opportunities.
- Be able to travel both in and out of the state of Missouri. Reliable transportation needed.
- Work occasional evenings or weekend days for special activities.
- Perform as a team member with other staff.
- Understand and adhere to the Independent Living Philosophy.
- Perform other duties as deemed necessary and appropriate by the Executive Director.

### **Education / Experience**

- Bachelor's degree (Master's preferred) in Human Services field.\*
- At least 2 years professional experience including supervisory and/or program development.
- Knowledge of disability and independent living issues.
- Personal experience with disability

*\*May be waived for equivalent experience.*

**Skills / Job Knowledge**

- Proven supervisory ability; knowledge of Affirmative Action and fair employment principles.
- Excellent communication skills.
- Excellent organizational skills.
- Ability to analyze statistical information, laws and regulations.
- Ability to develop and implement service delivery systems for maximum efficiency and effectiveness.
- Computer skills including experience in Windows 98; Microsoft Office 2000.
- Ability to work independently; set priorities and meet deadlines.
- Ability to plan and implement effective group programs.
- Knowledge of existing community resources.
- Effective presentation skills.
- Effective problem-solving and decision-making skills.
- Ability to interact pleasantly, constructively and cooperatively with SCIL staff, consumers and the public.
- Flexibility in dealing with job functions and schedules.
- Personal experience with disability.

**Supervision**

- Supervised by the Executive Director